## ACCESSING THE IVR SYSTEM

Accessing the IVR System by calling 1-800-251-1270:

You have 3 main options to choose from:

#### Main Option 1:

Choice 1 or Option 1: To verify Client Eligibility, Claims Status, Prior Authorization or obtain a Provider check amount

\*By selecting option 1 the system prompts the provider or caller to choose the following:

- Option 1: If you bill with a 10 digit NPI number to enter that number at that time
- Option 2: If you bill with a 9 digit Provider number to enter that number at that time

## In order to inquire you must remember to enter your provider number or NPI number

### Main Option 2:

Choice 2 or Option 2: If you are not an EqualityCare provider and need assistance with Medicare, or Estate, and Trust Recovery assistance.

\*By selecting option 2 the system prompts the provider or caller to choose the following:

- Option 1: Enrollment to become an Equalitycare provider
- Option 2: If you are an Insurance Company, Attorney's Office, or Child Support Enforcement Office
- Option 3: Medicare and Medicare Premium Payments
- Option 4: Estate and Trust Recovery questions

\*By staying on the line without selecting any of the above options under the Main option 2 and the caller listens to the 1-4 options about 2 times over, system tells the caller the option 1 list and if needed the caller can speak to a representative. The system then prompts the caller to choose the following:

- Option 1: Equalitycare provider to choose option 1
- Option 2: To check status of provider enrollment
- Option 3: Not an equalitycare provider

# Main Option 3:

Choice 3 or Option 3: Electronic Billing Support

- \*Selecting this option transfers the provider or caller to the EDI group
  - Option transfers you to a provider representative